



EagleCash Update August, 2015



Agenda

- ▶ EagleCash Program Manager
- ▶ Strategic Partnerships
- ▶ EagleCash Program Goals
- ▶ EagleCash Capabilities
(Components)
- ▶ EagleCash Sustainment Team
- ▶ TFMSC & FMSU Responsibilities
- ▶ EagleCash Metrics
- ▶ Program Updates
 - ✓ Current Initiatives
 - ✓ Successes
- ▶ POCs



EagleCash Program Manager

- ▶ Daily EC Operations Oversight
- ▶ Program Liaison with Partner Agencies, National Providers and Commands
- ▶ EC Change Control Board (CCB) Sub-Group Member
- ▶ EC Policy Development, Coordination and Review
- ▶ Training and Doctrine Development
- ▶ Program Budget Analyst
- ▶ Oversight and Certification of EC Debt Collections
- ▶ EC Suspicious Activity POC
- ▶ EC Upgrades, Pilots and Expansion POC
- ▶ EC Asset Management and Approval Authority
- ▶ Theater Travel and Command Update Visits



Strategic Partners Since 1997

■ US Department of the Treasury

- ✓ Fiscal Service (FS)
 - EagleCash SVC
 - EZpay SVC

■ FS Fiscal Agent

- ✓ Federal Reserve Bank of Boston (FRBB)

■ DoD Partners

- ✓ Defense Finance and Accounting Service (DFAS)
- ✓ All Sister Services (Navy, Air Force and Marines)
- ✓ Military Postal Service Agency (MPSA)
- ✓ Army and Air Force Exchange Service (AAFES)



EagleCash Program Goals

- Implementation and deployment of new technologies for processing banking/financial transactions in support of CONUS and deployed operations
 - ✓ Reduce cash
 - ✓ Improve and increase service
 - ✓ Reduce manpower requirements
 - ✓ Improve accountability



EagleCash Capabilities: Self Service Kiosk

Finance Office/SRP/Mob sites issue cards, load PIN and financial institution information on card for use with Kiosks:

- ✓ Provides fee-free access to funds in US accounts
- ✓ Enables funds transfer from US accounts to card; \$350 per day
- ✓ Enables funds transfer from card to US account
- ✓ Enables funds transfer from card to other accounts
- ✓ Enables view of card balance and last ten transactions
- ✓ Provides increased convenience and security



EagleCash Capabilities: Self Service Kiosk Benefits

- ▶ Cashless ATM available 24/7
- ▶ Card is PIN protected for kiosk use
- ▶ Reduces missions to obtain/transport currency
- ▶ Process fewer manual transactions
- ▶ Deploy fewer resources to manage cash
- ▶ Reduces financial accountability
- ▶ Provides better customer service
- ▶ Reduces casual payments and check cashing
- ▶ EFT debit & credit transactions flow overnight in secured batch to FRB Boston
 - ✓ No need for 24/7 telecommunication
- ▶ Treasury assumes risk for insufficient funds
 - ✓ Army processes payroll offset
 - ✓ Built in control file (warmlist) stops future transactions



EagleCash Capabilities: Point of Sale (POS) Devices

- Used to make purchases/deposits with EagleCash Card
- Requires cardholders to enter their PIN on the POS terminal to conduct and approve all transactions
- Provides 3 consecutive attempts to enter PIN correctly
- PIN is selected during card issuance and can be changed using the CPS application on the EagleCash laptop (or on the Kiosk)
- Requirements
 - ✓ EagleCash Laptop 7.2.1
 - ✓ POS software version 07B
 - ✓ Extended PIN Pads – if needed



Optimum
T4220/M42300



EagleCash Capabilities: EC Laptops

- Used at Finance Offices, Post Offices and AAFES BX/PX

- Transaction Processing

- Settlement/Collection of Files

- ✓ HotList / WarmList

- ✓ DevID Names File

ECC

Also has other FM software:

- ✓ DDS

- ✓ OTCnet

ACH

(For FMST Use ONLY)

**ACH LAPTOPS
REPLACED BY NEW
MOBILE KIOSK**



What is the



EagleCash Sustainment Team (ECST)

E-Commerce Systems have become “core” financial applications thus making them mission critical tools.

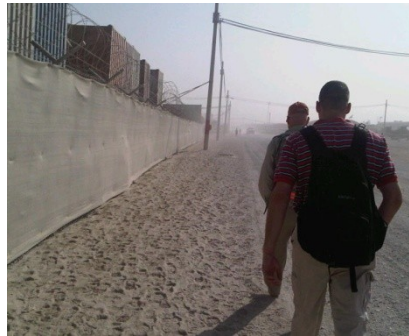
- Objective: Strengthen and optimize the execution of the EagleCash Stored Value Card (SVC), Over the Counter Channel Application (OTCnet) and International Treasury Services (ITS.gov) in contingency areas of operation by providing embedded operational support, training and proactive software/hardware maintenance
- Mission: The EagleCash Sustainment Team (ECST), in partnership with USAFMCOM, Theater FMSC, US Treasury, FRB Boston, Postal and AAFES complete a full EC/OTCnet/ITS.gov assistance visit to all locations in the CENTCOM AOR and other deployed locations
- Concept: Sustainment Team will visit all locations to provide (re)training to E-Commerce systems end user personnel and agencies. E-Commerce equipment and / or software will be installed (as required) and inventoried in Finance, Postal and AAFES locations



EagleCash Sustainment Team (ECST)

Technical Subject-Matter-Experts

- ▶ Assist TFMSC, FMCO/FMSU and Detachment POCs
- ▶ Perform proactive equipment maintenance and repairs/maintain version control
- ▶ Provide assistance in the EC/OTCnet property verification process
- ▶ Provide initial and refresher user training, as required
- ▶ Ensure program and cardholder financial integrity
- ▶ Ensure operational excellence



EagleCash Sustainment Team (ECST)

Goals

- ✓ Provide on site technical training and assistance as required
- ✓ Ensure EC SOP and other policies are followed and enforced
- ✓ Support the Finance Office, AAFES and Postal missions
- ✓ Provide the operational excellence our Service Members deserve

Schedule

- ✓ 5 days (all agencies)
- ✓ Observation
- ✓ QA/IC checklist review
- ✓ (Re)training as required
- ✓ Inventory
- ✓ Outbrief
 - Open issues / challenges
 - Information and program updates
 - Lessons learned



FMSC Coordination / Responsibilities

- Appoint EC, OTCnet and ITS.gov POCs
- Manage E-Commerce programs on behalf of the theater Commander
 - ✓ Coordinate program requirements with SPOs/FMCO/FMSU Commanders/DAs and their EC/OTCnet/ITS.gov POCs
- Brief leadership on programs
- Set theater policy for programs (request all policy changes and FRAGOs receive prior coordination with USAFMCOM)
- Perform QA/IC of programs
- Coordinate hardware/policy requirements with USAFMCOM
- Assist FRBB/NY and Citi with technical program reviews
- Participate on USAFMCOM/Treasury/FRBB/NY webinars and calls
- Meet with HPSC/AAEFS managers quarterly



FMSU Coordination / Responsibilities

- Appoint EC, OTCnet and ITS.gov POCs
- Manage E-Commerce programs locally
- Issue cards, monitor kiosk connectivity
- Assist cardholders with EC issues (customer service), etc.
- Coordinate EC issues through FMSC POCs
- Order hardware via USAFMCOM
- Brief leadership on programs
- Maintain hardware and update software
 - ✓ Accountability via DA Form 3161; copy posted in AKO
- Settle EC TR files on a daily basis
- Ensure/validate daily kiosk settlement (DSN and manual)
 - ✓ Provide weekly maintenance
- Market programs
- Report technical issues to FRBB/NY and Citi



EagleCash Metrics (thru FY14)

- ▶ EagleCash Cards Issued and \$ Loaded:
 - ✓ 1.4M / \$4.7B
- ▶ Kiosk Program: Transactions and \$ Transferred:
 - ✓ 23.5M / \$2.7B
 - ✓ 3,026 / \$2.3M (Mobile Kiosk)
- ▶ ECAS Cards Issued and \$ Loaded:
 - ✓ 4,405 / \$46.7M
- ▶ Deposit Cards: Transactions and \$ Loaded:
 - ✓ AAFES: 150K / \$1.7B
 - ✓ Postal: 86K / \$209M



Current Initiatives

- ▶ ORS retrograde / stabilization of operations and equipment
- ▶ OIR program expansion
- ▶ Non-Contingency Operations program expansion
- ▶ Anti-Money Laundering (AML) requirement / campaign
- ▶ Kiosk AGM7 head replacement for LAN connectivity
- ▶ Mobile Kiosk (POS Device) deployment
- ▶ ECST transition to USAFMCOM



Recent Successes

- ▶ New Kiosk enrolled Deposit Cards (AAFES and Postal)
- ▶ Mihail Kogalniceanu (MK) Air Base, Romania deployment
- ▶ Operation Atlantic Resolve (OAR) program support
- ▶ New AGM7 EC laptop v7.2.1 deployment
- ▶ Quarterly E-Commerce systems training events at FRBB
- ▶ System Authority to Operate (ATO), Certification of Networkworthiness (CoN), and MOA through NETCOM,



USAFMCOM POCs

- ▶ E-Commerce Director
 - ✓ Office: (407) 646-4266
- ▶ EagleCash Program Manager
 - ✓ Office: (317) 212-5378



Technical Support

■ Federal Reserve Bank of Boston (FRBB) Customer Service Center (CSC)

- ✓ Hours of Operation: 0100 – 1900 EST
- ✓ Monday through Friday (excluding Federal Holidays)
- ✓ DSN: (312) 955-3555
- ✓ US Toll Free: 1 (877) 973-8982
- ✓ Fax: (617) 973-3898
- ✓ Email: eagle@bos.frb.org

■ DDS Help Desk Support

- ✓ Commercial Phone Number: (317) 510-1490
- ✓ DSN: 699-1490
- ✓ Email: cin-ddshelpdesk@dfas.mil



Online Resources

- ▶ Treasury Fiscal Service (FS) EagleCash Homepage:
<https://www.fms.treas.gov/eaglecash/index.html>
- ▶ Army Knowledge Online (AKO) EagleCash Web Site:
<https://ako.us.army.mil/suite/page/387344>

